



Franklin County  
Department of Job & Family Services  
1721 Northland Park Ave.  
Columbus, Ohio 43229

## **J O B   A N N O U N C E M E N T**

**POSITION TITLE:** Customer Support Specialist **PCN:** 107131  
(Bargaining)

**DEPARTMENT/Location:** Medical Support Services/West Opportunity Center **P. R.:** 03

**REPORTS TO:** Case Manager Supervisor

**RESPONSIBILITIES:** Perform customer service functions by greeting customers, answer disability process questions, and refer customers to their case manager for eligibility questions. Mail requests for medical information. Scan medical records and other mail. Research status of disability applications. Refer customers to other human/social services agencies as needed. Assist customers in calling and locating medical providers to acquire needed medical documentation. Maintain unit control logs for disability applications/reapplications. Complete statistical reports and documents. Complete other mailings. Maintain unit file system including a file for all forms used in the area. Maintain supplies for use by unit staff. Collate packages related to disability application/reapplication. Mail packages and related material as needed. Re-supply and perform minor service repairs to agency printers and copiers. Attend and participate in trainings and meetings.

**MINIMUM QUALIFICATIONS:** A high school diploma or GED is required; supplemented by six (6) months in customer service, office or clerical work experience; or any equivalent combination of training and experience.

**STARTING SALARY:** \$ 12.04 per hour. 180 day probationary period.  
Plus a Comprehensive Benefits Package

**DATE POSTED:** Friday, May 8, 2015

**DEADLINE TO APPLY FOR INTERNAL APPLICANTS:** Thursday, May 14, 2015

**DEADLINE TO APPLY FOR EXTERNAL APPLICANTS:** Thursday, May 21, 2015

If interested, please go to [www.franklincountyohio.gov/Commissioners/hr](http://www.franklincountyohio.gov/Commissioners/hr) and apply on-line.

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